eTIR web services - Messages I17-I18
I17 - Refusal to start TIR operation / I18 - Refusal results

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1. Document revision note

This document has been published on **17/11/2021**, and is valid for the **eTIR international system version 1.0** based on the **eTIR specifications version 4.3.0**.

Please ensure you get the latest version of this document from the eTIR documentation portal or contact the eTIR service desk (Support and contact).

2. Related documents

Project documents and collaboration platform

- eTIR documentation portal: https://etir.org/documentation

- Project guidelines for customs to connect to the eTIR international system : https://etir.org/documentation/project-guidelines-customs

- eTIR web services - Introduction document: https://etir.org/documentation/introduction

- eTIR web services - Messages I1-I2: I1 - Accept guarantee / I2 - Acceptance results https://etir.org/documentation/i1-i2

- eTIR web services - Messages I3-I4: I3 - Get holder information / I4 - Holder information https://etir.org/documentation/i3-i4

- eTIR web services - Messages I5-I6: I5 - Query guarantee / I6 - Query results https://etir.org/documentation/i5-i6

- eTIR web services - Messages I7-I8: I7 - Record declaration data / I8 - Record declaration data results https://etir.org/documentation/i7-i8

- eTIR web services - Messages I9-I10: I9 - Start TIR operation / I10 - Start results https://etir.org/documentation/i9-i10

- eTIR web services - Messages I11-I12: I11 - Terminate TIR operation / I12 - Termination results https://etir.org/documentation/i11-i12

- eTIR web services - Messages I13-I14: I13 - Discharge TIR operation / I14 - Discharge results https://etir.org/documentation/i13-i14

- eTIR web services - Messages I15-I16: I15 - Notify customs / I16 - Notification confirmation https://etir.org/documentation/i15-i16

- eTIR web services - Messages I19-I20: I19 - Check customs offices / I20 - Customs offices validation https://etir.org/documentation/i19-i20

- eTIR web services - Messages E1-E2: E1 - Register guarantee / E2 - Registration results https://etir.org/documentation/e1-e2

- eTIR web services - Messages E3-E4: E3 - Cancel guarantee / E4 - Cancellation results https://etir.org/documentation/e3-e4

- eTIR web services - Messages E5-E6: E5 - Query guarantee / E6 - Query results https://etir.org/documentation/e5-e6

- eTIR web services - Messages E7-E8: E7 - Notify guarantee chain / E8 - Notification confirmation https://etir.org/documentation/e7-e8

- eTIR web services - Messages E9-E10: E9 - Advance TIR data / E10 - Advance TIR data results https://etir.org/documentation/e9-e10

- eTIR web services - Messages E11-E12: E11 - Advance amendment data / E12 - Advance amendment data results https://etir.org/documentation/e11-e12

- eTIR web services - Messages E13-E14: E13 - Cancel advance data / E14 - Cancel advance data results https://etir.org/documentation/e13-e14

Legal framework

- TIR Convention handbook: https://unece.org/fileadmin/DAM/tir/handbook/english/newtirhand/TIR-6Rev11e.pdf
- Annex 11 to the TIR Convention: https://etir.org/documentation/annex-11

eTIR specifications

- Introduction to the eTIR conceptual, functional and technical v4.3: https://etir.org/etir-introduction
- eTIR concepts v4.3: https://etir.org/etir-concepts
- eTIR functional specifications v4.3: https://etir.org/etir-functional-specifications
- eTIR technical specifications v4.3: https://etir.org/etir-technical-specifications

Additional resources

- eTIR XML schemas: https://etir.org/documentation/xsd-files
- eTIR code lists: https://etir.org/documentation/code-lists
- List of eTIR focal points: https://unece.org/list-etir-focal-points

3. Purpose

This document describes the **I17 - Refusal to start TIR operation** request message, and the **I18 - Refusal results** response message of the eTIR international system web services. It provides all the specifics required to use them (prepare or receive), explains how and when they should be used and explains the error codes that may be returned. It also contains examples and fallback procedures, if applicable.

4. Target audience

This guide is intended for the ICT team of all eTIR stakeholders in charge of interconnecting their information systems to the eTIR international system.

5. Prerequisites

> In order to ensure an implementation that delivers the best value and services to the customs authorities, we recommend for the ICT team in charge of establishing the connection to the eTIR international system web services to be accompanied by a TIR subject matter expert.

This document is to be read after having an understanding of the eTIR concepts and having read the eTIR functional specifications. It is highly recommended keeping the eTIR web services introduction document at hand as the current document refers to many elements and diagrams available in that document.

From a technical perspective, the following steps should have been completed at this point:

- A secured connection to the User Acceptance Testing (UAT) environment of the eTIR international system is established;

- The endpoint URL to the UAT environment is clearly identified and properly configured in the national customs systems;

- **The customs authorities fallback email address has been communicated to the TIR secretariat and configured in the eTIR international system.**

- All the actions mentioned in the prerequisites section of the eTIR web services introduction document are performed;

- All the tools required to prepare, receive, test and troubleshoot the messages are ready.

- eTIR web services - Messages I1-I2 should have been implemented and tested.

- eTIR web services - Messages I3-I4 should have been implemented and tested.

- eTIR web services - Messages I7-I8 should have been implemented and tested.

- eTIR web services - Messages I9-I10 should have been implemented and tested.

- eTIR web services - Messages I11-I12 should have been implemented and tested.

- eTIR web services - Messages I13-I14 should have been implemented and tested.

- eTIR web services - Messages I5-I6 could have been implemented and tested.

- eTIR web services - Messages I15-I16 could have been implemented and tested.

- eTIR web services - Messages I19-I20 could have been implemented and tested (optional).

⚠️ All eTIR messages are identified and belong to a flow described in the eTIR sequence diagrams section of the eTIR web services introduction document. It is key to respect this sequencing, otherwise the eTIR international system will return errors due to invalid sequencing of the messages as described in the dedicated eTIR error code web page.

6. "I17 - Refusal to start TIR operation" / "I18 - Refusal results" messages

6.1. Sequence diagram

The following sequence diagrams highlight the role and sequence position of the **I17 - Refusal to start TIR operation** and **I18 - Refusal results** messages in the context of TIR transit or TIR destination operations.

6.1.1. Transit
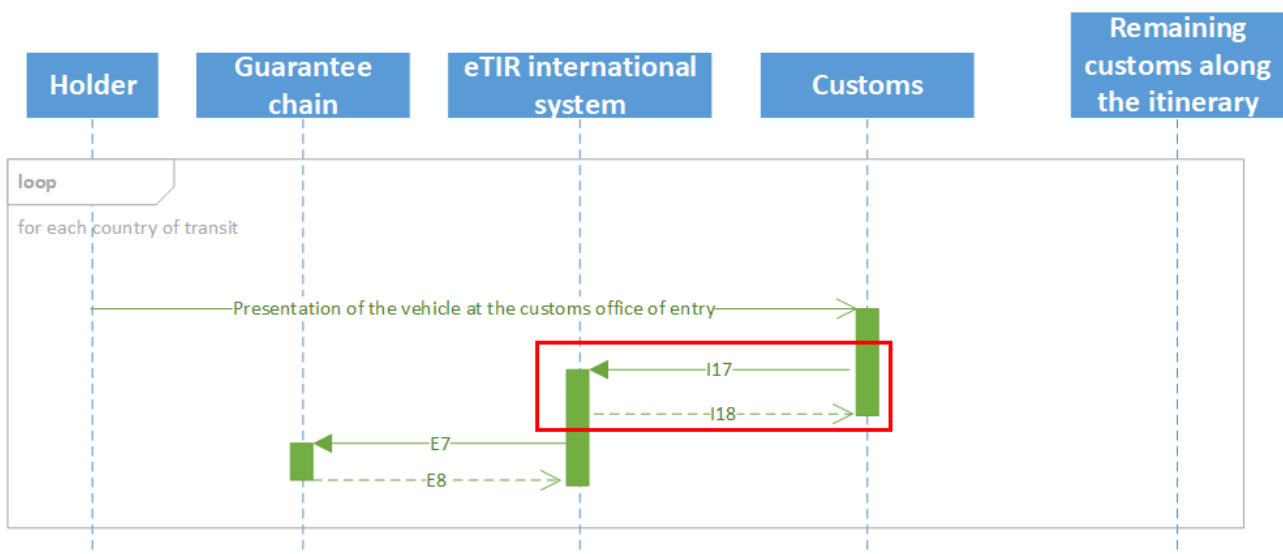
6.1.2. Destination
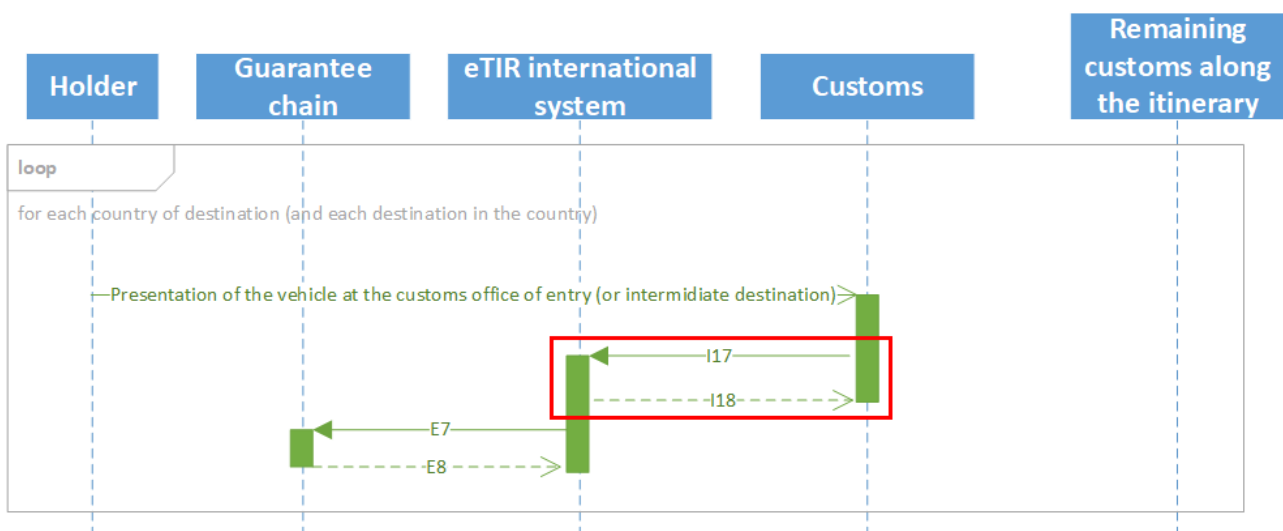
The full eTIR sequence diagrams (Departure, Transit and Destination) are available in the dedicated section of the eTIR web services introduction document.

6.2. Message context

The **I17 - Refusal to start TIR operation** is an exception message to be used, by the customs authorities, to refuse the start of the TIR operation that should be triggered for crossing their country. This message can logically be used only when a TIR operation has already been performed by the TIR Carnet holder and the related messages sent by the Customs Authorities of the previous country on the itinerary of the TIR transport.

> It is important to note that although the customs authorities may refuse the start of the TIR operation at their border, the TIR Carnet holder still has the option to change its itinerary using **E11 - Advance amendment data** message, that may be recorded/confirmed by the customs authorities with a **I7 - Record declaration data** message. Alternatively, the TIR Carnet holder may end its TIR transport at this point.

Please refer to the eTIR web services introduction document section dedicated to TIR transport and TIR operations if you need clarifications on those concepts that are key to implement this eTIR message pair.

6.2.1. Message prerequisites

In order for this message to be properly interpreted by the eTIR international system, the following message(s) should have been exchanged before this one:

- **E1 - Register guarantee** and **E2 - Registration results** (between the guarantee chain system and the eTIR international system): the guarantee that was purchased by the holder must be firstly registered by the guarantee chain to the eTIR international system so it is known and usable in the system.

- **E9 - Advance TIR data** and **E10 - Advance TIR data results** (between the TIR Carnet holder and the national customs system): the holder will send to the customs office of departure the advance TIR data that acts as the pre-declaration for the transport.

- **I1 - Accept guarantee** and **I2 - Acceptance results** (between the national customs system and the eTIR international system): the customs office of departure will have sent to the eTIR international system its acceptance of the guarantee for the transport.

- **I7 - Record declaration data** and **I8 - Record declaration data results** (between the national customs system and the eTIR international system): the customs office of departure will have sent to the eTIR international system the declaration data of the transport.

- **I9 - Start TIR operation** and **I10 - Start results** (between the national customs system and the eTIR international system): the customs office of departure will have sent to the eTIR international system the information about the seals and that the transport has started the TIR operation.

- **I11 - Terminate TIR operation** and **I12 - Termination results** (between the national customs system and the eTIR international system): the customs office of exit will have sent to the eTIR international system the information about the termination of the TIR operation.

- **I13 - Discharge TIR operation** and **I14 - Discharge results** (between the national customs system and the eTIR international system): the customs office of exit will have sent to the eTIR international system the information about the discharge of the TIR operation.

6.2.2. Endpoint URL and SOAP Action

The URL of the endpoint to use when sending the I17 - Refusal to start TIR operation request message is: **https://etir-uat-01.unece.org/etir/v4.3/customs**

Also note that the WSDL can be accessed at the following URL: **https://etir-uat-01.unece.org/etir/v4.3/customs?wsdl**

The SOAP action value to use is: **refusalToStartTIROperation** (so the WS-Addressing element should be set to *http://etir.org/v4.3:customs/refusalToStartTIROperation*)

6.3. "I17 - Refusal to start TIR operation" request message

6.3.1. Description

The national customs systems sends the **I17 - Refusal to start TIR operation** request message to the eTIR international system informing about the refusal to start the next TIR operation. As a result, the status of the guarantee will be moved to "Start refused".

The XSD file related to the **I17 - Refusal to start TIR operation** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I17_1.xsd.

6.3.2. Field details

> Kindly note that the metadata fields have been removed from this table has been removed to improve the readability, as it is part of every eTIR message. You can find the details about metadata in the eTIR introduction document dedicated section.

eTIR field name	Mapping to the XML element (XPath)	Status	Cardinality	Format	Code lists	Conditions	Rules
MESSAGE							
├ Message function, coded	Function	R	1..1	n..2	CL16		
├ Message identifier	ID	R	1..1	an..70			
├ Type, coded	TypeCode	R	1..1	an..3	CL26		
└┬ GUARANTEE	ObligationGuarantee	R	1..1				
├ Reference	ObligationGuarantee/ReferenceID	R	1..1	an..35			
└┬ TIROPERATION	ObligationGuarantee/TransitOperation	R	1..1				
├ Sequence number	ObligationGuarantee/TransitOperation/SequenceNumeric	R	1..1	n..5			R010
├ Registration number	ObligationGuarantee/TransitOperation/RegistrationID	R	1..1	an..35			
└┬ REFUSALTOSTART	ObligationGuarantee/TransitOperation/RefusalToStart	R	1..1				
├ End date time	ObligationGuarantee/TransitOperation/RefusalToStart/InspectionEndDateTime	R	1..1	an..35			
├┬ ADDITIONALINFORMATION	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation	R	1..1				
│ └ Reason	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation/Content	R	1..1	an..512			
├┬ CONTROL	ObligationGuarantee/TransitOperation/RefusalToStart/Control	O	0..1				

eTIR field name	Mapping to the XML element (XPath)	Status	Cardinality	Format	Code lists	Conditions	Rules
| ├ Type, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/TypeCode	R	1..1	an..3	CL25		
| └┬ CONTROLRESULT	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult	R	1..1				
| └ Result, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult/ID	R	1..1	an..3	CL24		
└┬ CUSTOMSOFFICE	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice	R	1..1				
└ Identifier	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice/ID	R	1..1	an..17			

6.3.3. Field descriptions & usages

> ℹ Kindly note that the metadata fields have been removed from this table has been removed to improve the readability, as it is part of every eTIR message. You can find the details about metadata in the eTIR introduction document dedicated section.

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
MESSAGE			
├ Message function, coded	Function	Code describing the function of the message	The value should be set to "9" (Original)
├ Message identifier	ID	Unique identifier of the message	The value should be a Globally Unique Identifier (GUID) as detailed in the dedicated section of the introduction document
├ Type, coded	TypeCode	Code of the message type	The value should be set to "I17"
└┬ GUARANTEE	ObligationGuarantee	Class representing the guarantee of this TIR transport	
├ Reference	ObligationGuarantee/ReferenceID	Unique identifier of the guarantee	The value should be the unique identifier of the guarantee for this TIR transport
└┬ TIROPERATION	ObligationGuarantee/TransitOperation	Class representing the TIR operation that is being refused to be started	
├ Sequence number	ObligationGuarantee/TransitOperation/SequenceNumeric	Index of the TIR operation in the list	The value should be the 1-based index of the TIR operation in the list
├ Registration number	ObligationGuarantee/TransitOperation/RegistrationID	Identifier of the TIR operation	The value should be the unique identifier under which the TIR operation is nationally registered
└┬ REFUSALTOSTART	ObligationGuarantee/TransitOperation/RefusalToStart	Class representing the details related to the refusal to start the TIR operation	

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
├ End date time	ObligationGuarantee/TransitOperation/RefusalToStart/InspectionEndDateTime	Date and time when the TIR operation has been refused to be started	The value should be a date and time to be provided following the EDIFACT 208 format CCYYMMDDHHMMSSZHHMM (http://www.unece.org/trade/untdid/d13b/tred/tred2379.htm). For Example: 20200820145600+0100 represents 20 August 2020 at 14:56 UTC+01:00
├─ ADDITIONALINFORMATION	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation	Class representing additional information regarding the refusal to start the TIR operation	
│ └ Reason	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation/Content	Reason for refusing to start the TIR operation	The value should be the reason(s) a customs officer would have refused to start a TIR operation
├─ CONTROL	ObligationGuarantee/TransitOperation/RefusalToStart/Control	Class representing the details of the control performed by the customs officer before refusing to start the TIR operation	
│ ├ Type, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/TypeCode	Code of the type of control	The value should be the code of the type of control from the list Control type code (eTIR)
│ └─ CONTROLRESULT	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult	Class representing the details of the outcome of the control performed by the customs officer	
│ └ Result, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult/ID	Code of the result of the control	The value should be the code of the result of the control from the list Control result code (eTIR)
└─ CUSTOMSOFFICE	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice	Class representing the details of the customs office where the TIR operation is refused to be started	
└ Identifier	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice/ID	Unique identifier of the customs office where the TIR operation is refused to be started	The value should be the unique identifier of the customs office where the TIR operation is refused to be started. This identifier is the one recorded in the International TIR Data Bank (ITDB) for the customs office

⚠️ When reading the values of the second columns for both tables, note that the "InterGov/" XML base element has been removed to improve the readability, as it is repeated on every line.

6.3.4. Referred code lists

The following code lists are referred to in the field lists and should be considered when sending the message:

- CL16 - Message function code (UN/EDIFACT 1225)
- CL24 - Control result code (eTIR)
- CL25 - Control type code (eTIR)
- CL26 - Message types (eTIR)

> ℹ All code lists are described in the eTIR code lists document.

6.3.5. Conditions and rules

The following rules of the eTIR rules list are referred to in the field lists and should be considered in the message:

- **R010:** *The Sequence number cannot be 1.*

6.3.6. Example

The example below shows the XML data to be sent via POST method to the eTIR international system endpoint URL by the national customs system to record the refusal to start the TIR operation **16GEO3503000051123** (related to the guarantee **XF95001234**) upon an inspection that took place on **22/04/2021** at **11:33 UTC+4** at the customs office **GE0715**.

I17 - Refusal to start TIR operation request message

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
               xmlns:etir="http://etir.org/v4.3/customs" xmlns:md="http://etir.org/v4.3/DocumentMetaData"
               xmlns:etir1="http://etir.org/v4.3/I17"
               xmlns:etir2="http://etir.org/v4.3/DataSets">
    <soap:Header xmlns:wsa="http://www.w3.org/2005/08/addressing">
        (...)
        <wsa:Action>http://etir.org/v4.3/customs/refusalToStartTIROperation</wsa:Action>
        <wsa:MessageID>uuid:721b2b0e-3fdb-49e7-a3eb-8241bc4874f0</wsa:MessageID>
    </soap:Header>
    <soap:Body xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd"
               wsu:Id="id-a65dc2e1-5373-4f05-bad6-e38fe6fd727e">
        <etir:refusalToStartTIROperation>
            <etir1:DocumentMetadata>
                <md:ResponsibleAgencyCode>AJ</md:ResponsibleAgencyCode>
                <md:AgencyAssignedCustomizationCode>1</md:AgencyAssignedCustomizationCode>
                <md:AgencyAssignedCustomizationVersionCode>1</md:AgencyAssignedCustomizationVersionCode>
                <md:CommunicationMetaData>
                    <md:PreparationDateTime formatCode="208">20201122113346+0200</md:PreparationDateTime>
                    <md:Recipient>
                        <md:ID>eTIR international system</md:ID>
                    </md:Recipient>
                    <md:Sender>
                        <md:ID>senderID</md:ID>
                    </md:Sender>
                </md:CommunicationMetaData>
                <etir1:InterGov>
                    <etir1:Function>9</etir1:Function>
                    <etir1:ID>9a8b8d09-729f-4b85-b408-c8c22b9aab2f</etir1:ID>
                    <etir1:TypeCode>I17</etir1:TypeCode>
                    <etir1:ObligationGuarantee>
                        <etir1:ReferenceID>XF95001234</etir1:ReferenceID>
                        <etir1:TransitOperation>
                            <etir1:SequenceNumeric>3</etir1:SequenceNumeric>
                            <etir1:RegistrationID>16GEO3503000051123</etir1:RegistrationID>
                            <etir1:RefusalToStart>
                                <etir2:InspectionEndDateTime formatCode="208">20210422113346+0400
                                </etir2:InspectionEndDateTime>
                                <etir2:AdditionalInformation>
                                    <etir2:Content>Missing road vehicle certificate of approval</etir2:Content>
                                </etir2:AdditionalInformation>
                                <etir2:Control>
                                    <etir2:TypeCode>001</etir2:TypeCode>
                                    <etir2:ControlResult>
                                        <etir2:ID>0</etir2:ID>
                                    </etir2:ControlResult>
                                </etir2:Control>
                                <etir2:TransitOperationStartOffice>
                                    <etir2:ID>GE0715</etir2:ID>
                                </etir2:TransitOperationStartOffice>
                            </etir1:RefusalToStart>
                        </etir1:TransitOperation>
                    </etir1:ObligationGuarantee>
                </etir1:InterGov>
            </etir1:DocumentMetadata>
        </etir:refusalToStartTIROperation>
    </soap:Body>
</soap:Envelope>
```

⚠️ Some field original contents have been shortened (**…**) in this document for the sake of readability, in particular the whole **header/security** content that is described in the eTIR web services introduction document.

6.4. "I18 - Refusal results" response message

6.4.1. Description

The eTIR international system returns the **I18 - Refusal results** response message to the national customs systems to confirm the correct reception and recording of the discharge of a TIR operation.

The XSD file related to the **I18 - Refusal results** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I18_1.xsd.

6.4.2. Field details

ⓘ Kindly note that the metadata fields have been removed from this table has been removed to improve the readability, as it is part of every eTIR message. You can find the details about metadata in the eTIR introduction document dedicated section.

eTIR field name	Mapping to the XML element (XPath)	Status	Cardinality	Format	Code lists	Conditions	Rules
MESSAGE							
├ Message function, coded	Function	R	1..1	n..2	CL16		
├ Original Message Identifier	FunctionalReferenceID	R	1..1	an..70			
├ Message identifier	ID	R	1..1	an..70			
├ Type, coded	TypeCode	R	1..1	an..3	CL26		
├─ ERROR	Error	D	0..*			C006	
│ ├ Error, coded	Error/ValidationCode	R	1..1	an..8	CL99		
│ └─ POINTER	Error/Pointer	R	1..*				
│ ├ Sequence number	Error/Pointer/SequenceNumeric	R	1..1	n..5			
│ └ Location	Error/Pointer/Location	R	1..1	an..512			
└─ GUARANTEE	ObligationGuarantee	R	1..1				
└ Reference	ObligationGuarantee/ReferenceID	R	1..1	an..35			

6.4.3. Field descriptions & usages

ⓘ Kindly note that the metadata fields have been removed from this table has been removed to improve the readability, as it is part of every eTIR message. You can find the details about metadata in the eTIR introduction document dedicated section.

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
MESSAGE			
├ Message function, coded	Function	Code describing the function of the message	The value should be "44" (Accepted without reserves) if the request was processed correctly. If at least one error is described in this message, the value should be"27" (Not accepted)
├ Original Message Identifier	FunctionalReferenceID	Unique identifier of the request message associated with this response	The value should be the one mentioned in the message identifier field of the request message (I17)
├ Message identifier	ID	Unique identifier of the message	The value should be a Globally Unique Identifier (GUID) as detailed in the dedicated section of the introduction document
├ Type, coded	TypeCode	Code of the message type	The value should be set to "I18"
├─ ERROR	Error	Class representing the list of errors, if any	
│ ├ Error, coded	Error/ValidationCode	Code of the error type	The value should be the code of the error from the list Error code (eTIR)
│ └─ POINTER	Error/Pointer	Class representing the pointer to the erroneous field, if any	
│ ├ Sequence number	Error/Pointer/SequenceNumeric	Index of the error in the list	The value should be the 1-based index of the error in the list
│ └ Location	Error/Pointer/Location	Location of the erroneous field	The value should be the location of the erroneous field following the XPath syntax. Additional details regarding the location of the fields per error code are available on the page dedicated to errors
└─ GUARANTEE	ObligationGuarantee	Class representing the guarantee of this TIR transport	
└ Reference	ObligationGuarantee/ReferenceID	Unique identifier of the guarantee	The value should be the unique identifier of the guarantee for this TIR transport

⚠ When reading the values of the second columns for both tables, note that the "InterGov/" XML base element has been removed to improve the readability, as it is repeated on every line.

6.4.4. Referred code lists

The following code lists are referred to in the field lists and should be considered when sending the message:

- CL16 - Message function code (UN/EDIFACT 1225)
- CL26 - Message types (eTIR)
- CL99 - Error code (eTIR)

> ℹ️   All code lists are described in the eTIR code lists document.

6.4.5. Conditions and rules

The following condition(s) of the eTIR conditions list are referred to in the field lists and should be considered in the message:

- **C006:** IF (MESSAGE.Message function, coded) = '6' OR '11' OR '44' OR '45'
  THEN EMPTY (ERROR)
  ELSE IF (MESSAGE.Message function, coded) = '10' OR '27'
  THEN NOT EMPTY (ERROR)

6.4.6. How to use response data in the national customs systems

The eTIR international system will return whether there were errors while processing the request message by filling in the "Error" list. Therefore, and as for all response messages expected from the eTIR international system, the first step when parsing the **I18 - Refusal results** response message should always be to look for potential error elements in the response message and address them accordingly as mentioned in the Error Management section of the Introduction document.

If there was no error, and the response message content is as expected, then the TIR transport stops and instructions should be given by the customs authorities to the TIR Carnet holder.

6.4.7. Applicable error codes

As the eTIR international system may return error codes, the eTIR web services introduction document contains a dedicated section describing how and where to find those error codes in the response messages. Find below the list of error codes that may be returned as part of the **I18 - Refusal results** response message as well as the recommended actions to address them:

100 - Invalid message

Kindly check the message itself and its format as it is not recognized by the eTIR international system. Kindly contact the eTIR service desk to send the content of the message communicated, the timestamps and the steps to reproduce this issue in order to address it.

101 - Missing field

Kindly check the message parameters, in particular the parameters marked as mandatory in the message description section of this document, and make sure that all mandatory parameters are part of the message.

102 - Invalid domain for the value

Kindly check the coded parameter, its values and corresponding code lists. Make sure that each coded parameter is using one of the values of the corresponding code list.

105 - Field value length exceeded

Kindly check the parameter value lengths. Make sure that each parameter length does not exceed the max length as defined in the documentation in the Format column.

106 - Invalid pattern

Kindly check the pattern of the parameter value as it does not match the requirements set for this attribute in XML Schema Definition of the message.

107 - Invalid field

Kindly check the element specified as it may not follow the order defined in the XML Schema Definition of the message.

200 - Invalid State

Kindly check the state of the referred object (transport, guarantee, …) and make sure it is consistent with the eTIR international system requested web service called.

214 - Operation ID already registered

Kindly check the message ID and that it is not conflicting with another operation ID.

300 - Invalid Operation

Kindly check the message content as it triggered a technical error in the eTIR international system but this one could not identify the source of the issue.

301 - guarantee not found

Kindly check the value of the guarantee reference ID in the message and make sure it matches the value received in previous messages.

302 - guarantee chain not found

Kindly check the value of the guarantee chain ID in the message and make sure it matches the value received in previous messages.

303 - guarantee type not found

Kindly check the value of the guarantee type in the message and make sure it belongs to the Guarantee type code (eTIR) code list, and that it matches the value received in previous messages.

400 - eTIR internal errors

Kindly contact eTIR support (see Support and contact) to send the content of the message communicated, the timestamps and the steps to reproduce this issue in order to address it.

> The full list of error codes can be found on the dedicated error code list web page.

6.4.8. Example

The example below shows the XML data of the **I18 - Refusal results** message received in response to the POST of the **I17 - Refusal to start TIR operation** message. This response message (Function code **11 - Response**) of the type **I18**, containing no error codes, describes a positive acknowledgment of the refusal to start a TIR operation related to the guarantee reference ID **XF95001234**. Therefore it should be considered that the refusal to start a TIR operation has been duly recorded in the eTIR international system.

> It is important to understand that the absence of error in the **I18 - Refusal results** response message is the key indicator to reflect that the TIR operation refusal is accepted.

I18 - Refusal results response message

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope">
    <soap:Header>
        (...)
        <Action>http://etir.org/v4.3/customs/refusalToStartTIROperationResponse</Action>
        (...)
    </soap:Header>
    <soap:Body xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd"
               wsu:Id="id-3b6176a2-1680-4a21-b1e5-a85a16c4558e">
        <ns2:refusalToStartResults xmlns:ns2="http://etir.org/v4.3/customs" xmlns:ns18="http://etir.org/v4.3/I18"
                                    xmlns:md="http://etir.org/v4.3/DocumentMetaData">
            <ns18:DocumentMetadata>
                <md:ResponsibleAgencyCode>AJ</md:ResponsibleAgencyCode>
                <md:AgencyAssignedCustomizationCode>1</md:AgencyAssignedCustomizationCode>
                <md:AgencyAssignedCustomizationVersionCode>1</md:AgencyAssignedCustomizationVersionCode>
                <md:CommunicationMetaData>
                    <md:PreparationDateTime formatCode="208">20201122113346+0200</md:PreparationDateTime>
                    <md:Recipient>
                        <md:ID>senderID</md:ID>
                    </md:Recipient>
                    <md:Sender>
                        <md:ID>eTIR international system</md:ID>
                    </md:Sender>
                </md:CommunicationMetaData>
                <ns18:InterGov>
                    <ns18:Function>44</ns18:Function>
                    <ns18:FunctionalReferenceID>9a8b8d09-729f-4b85-b408-c8c22b9aab2f</ns18:FunctionalReferenceID>
                    <ns18:ID>07605139-7b2c-4f2d-af8d-9ca3a878085d</ns18:ID>
                    <ns18:TypeCode>I18</ns18:TypeCode>
                    <ns18:ObligationGuarantee>
                        <ns18:ReferenceID>XF95001234</ns18:ReferenceID>
                    </ns18:ObligationGuarantee>
                </ns18:InterGov>
            </ns18:DocumentMetadata>
        </ns2:refusalToStartResults>
    </soap:Body>
</soap:Envelope>
```

⚠️ Some field original contents have been shortened (…) in this document for the sake of readability, in particular the whole **header/security** content that is described in the eTIR web services introduction document.

7. Fallback procedures

In the event that the **I17 - Refusal to start TIR operation** message could not be sent after several attempts or if no **I18 - Refusal results** message was received in response, we recommend the customs authorities team to contact eTIR servcie desk (Support and contact).

Also note that the functional fallback procedures can be found in the Approved amendments to the eTIR conceptual, functional and technical documentation.

8. Support and contact

Kindly note that in the context of the interconnections projects by customs, the eTIR service desk stands ready to assist contracting parties while interconnecting their national customs systems to the eTIR international system. Also, in case of questions or issues related to this document or to the eTIR international system, you can use the contact details below (contacts by email should be preferred).

Organization	United Nations Economic Commission For Europe TIR secretariat Palais des Nations, 1211 Geneva 10, Switzerland
Contact	Email: etir@un.org Phone: +41 (0)22 917 55 06

9. Version history

Date	Author	Version	Notes	eTIR specification version reference
22/02/2021	TIR secretariat	1.0	Initial draft	4.3a
06/09/2021	TIR secretariat	1.1	Added message metadata documentation and updated URLs to point to new eTIR documentation portal	4.3.0
17/11/2021	TIR secretariat	1.2	Updated references to the newly published online code lists document	4.3.0